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Message from the Acting Commissioner

Welcome to the April issue of our eNewsletter.

Thank you to the nearly 300 disability workers who registered for our recent Continuing Professional Development event. It was wonderful to meet so many registered disability workers and applicants for registration and hear directly from you about why registration matters — both on a personal level and in strengthening the quality of the disability workforce across the sector.

Over the coming months, we're pleased to offer more free learning and development opportunities. Our Code of Conduct webinar series brings real-life scenarios to life, helping disability workers understand and apply the Code in their everyday work. Sessions run on 28 April, 26 May and 23 June, so I encourage you to register early. Read our newsletter below to find out more.

If you're a disability worker interested in professional registration that recognises

your expertise and suitability, now is the perfect time to get started. Registration is free, shows your commitment to safe, high-quality support, and gives you access to ongoing professional learning.

For more information on registration, [visit our disability worker registration page](#). I look forward to connecting with you again all in person soon.

Kate Maddern, Acting Victorian Disability Worker Commissioner

Code of Conduct webinars for disability workers

Understand your responsibilities to provide safe, quality services



We are hosting a series of free webinars in the coming months for all disability workers on the Disability Service Safeguards Code of Conduct.

The Code of Conduct sets out how you must provide safe, quality services to people with disability — no matter who pays for their services. All disability workers must comply with the Code of Conduct. Our webinars will help you understand how to apply the Code of Conduct in your everyday work.

- 28 April – Providing supports and services in a safe and competent manner, with care and skill (Element 3).
- 26 May – Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability (Element 5).
- 23 June – Taking all reasonable steps to prevent abuse, violence, harm, exploitation and neglect of people with disabilities (Element 6).

This is a great opportunity to [learn more about the Code of Conduct](#) and your legal requirements as a disability worker. Registered disability workers can count the webinars towards their continuing professional development requirements.

[Sign me up!](#)

Committed to quality - Our free learning event for registered disability workers



On Wednesday 25 March, we delivered a Continuing Professional Development (CPD) event for registered disability workers and those with registration applications in progress. Through this free learning opportunity, we supported workers to meet their CPD requirements while continuing to strengthen their skills and practice.

Attendees heard from an outstanding lineup of speakers. Janice O'Connor from Onemda explored how measuring quality of life can drive improvements in disability services. Professor Sally Robinson and Ruby Nankivell from Flinders University joined virtually from Adelaide to share practical approaches to preventing everyday harm. Disability Services Commissioner Jennifer Jackson-Hall spoke about raising concerns in the workplace, responding to feedback and achieving positive outcomes as a disability worker.

Participants told us they found the sessions highly valuable. Many described the content as a refreshing change from standard disability training and highlighted practical tools and takeaways they could immediately apply in their work. You can hear directly from registered disability workers who attended in [our short video](#).

We designed this hybrid event to bring workers together both in person and online. Those who attended onsite connected over lunch and networking, creating a valuable opportunity to share experiences and build professional connections. It was fantastic to see so many registered workers take part. Their strong engagement reflects a clear commitment to ongoing professional development and reinforces the quality and safety that registered disability workers bring to the sector.

If you are a disability worker, now is the time to get registered and access future events. [Visit our disability worker registration page to find out more.](#)



Image 1: Janice O'Connor from Onemda with VDW Director Prue Elletson during the event's Q&A session. Image 2: VDW staff welcoming and checking in workers at the registration table. Image 3: Acting Commissioner Kate Maddern with VDW staff and guests mingling before the event began.

Resources to help you make a complaint

Making a complaint is a great way to improve services for everyone and can assist disability workers to make positive changes in their work and practice.

Complaints made to the VDWC have led to improvements such as:

- Clarifying roles and responsibilities.
- Ensuring that support plans are up to date and followed.
- Better communication and consultation between service users, families and disability workers.
- Many complaints can be fixed by us contacting the disability worker to see if we can resolve the complaint.
- Depending on the nature of the matter, the VDWC can handle complaints in various ways including settle by agreement, conciliation, counselling and investigation.
- The VDWC can issue prohibition orders to stop unregistered disability workers from practicing if it's necessary to avoid a serious risk to the life, health, safety or welfare of people with disability or the broader public.

To improve the safety and quality of care and service standards across the Victorian disability service, it is important to raise your concerns. Any person can make a complaint to the VDWC about the conduct of disability workers.

The simplest way to make a complaint is by [visiting the complaints page on our website](#) or by calling 1800 497 132. To support you in making a complaint, check out the resources we've developed below:

- Do you have concerns about your disability worker? fact sheet [PDF/Word](#)
- Making a complaint fact sheet [PDF/Word](#)
- What happens after you make a complaint? fact sheet [PDF/Word](#)
- Complaints postcard [PDF](#)
- Complaints and notifications flowchart [PDF](#)

What's on in the sector

Explore these free events across the disability sector:

Source Kids – Source Kids Disability Expo – Melbourne

- Dates and times: 17–18 April 2026, 10:00am–4:00pm
- Location: Melbourne Convention & Exhibition Centre
- About: A disability expo featuring 150+ exhibitors, sensory zones, entertainment, assistive technology, NDIS plan assistance, support organisations, peak bodies, therapy providers, and supports for children and young people with disability.
- For more information, [visit the Source Kids Melbourne Expo webpage.](#)

Ballarat Community Disability Expo

- Date and time: Wednesday, 29 Apr, 10:00 am – 1:00 pm
- Location: North Ballarat Sports Club (MARS Stadium)
- About: The expo will feature local disability providers ready to answer your questions, share insights, and provide services to support you with everyday life.
- For more info, [visit the Ballarat Community Disability Expo event page.](#)

Geelong Disability Expo

- Date and time: Wednesday, 6 May, 10:00 am to 1:00 pm
- Location: Geelong West Town Hall
- About: The Geelong Disability Expo brings together a wide range of product and service providers to help people live their best life, and also features a range of informative and interactive presentations delivered by industry experts and advocates and all-ability entertainment.
- For more info, [visit the Geelong Disability Expo event page.](#)

Have an event you'd like us to promote? Send us an email at info@vdwc.vic.gov.au

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